

FIG. 1

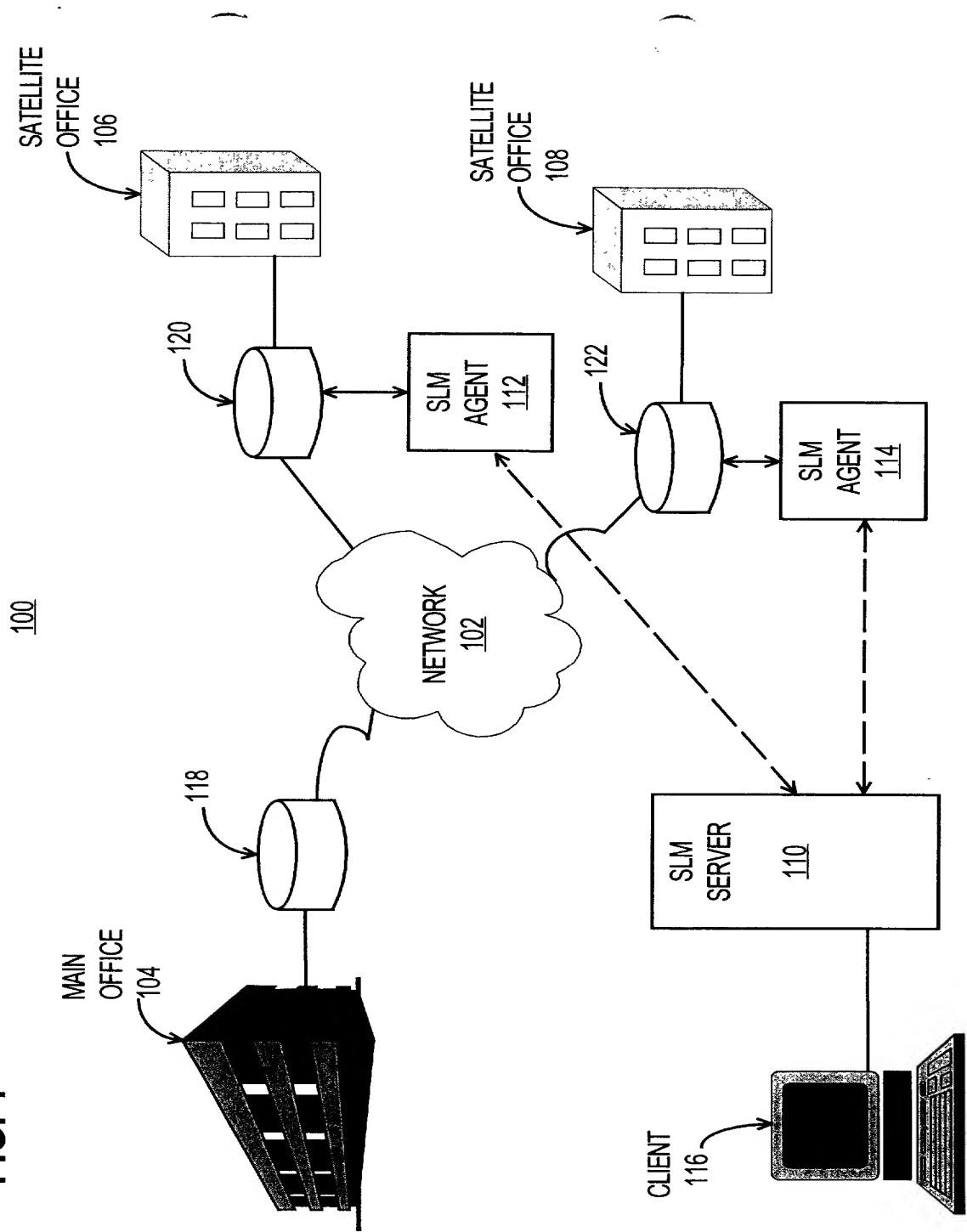


FIG. 2A

200

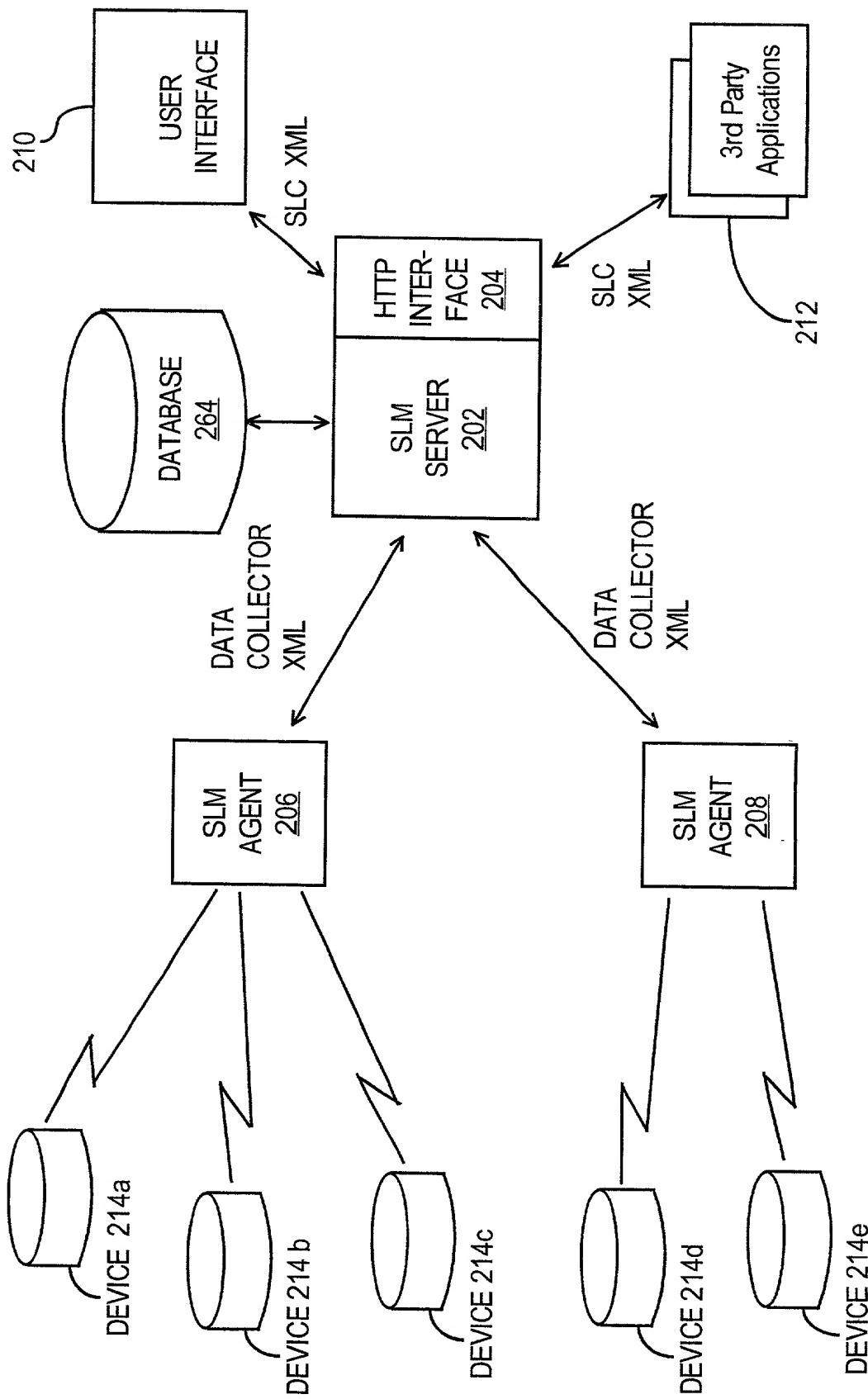


FIG. 2B

250

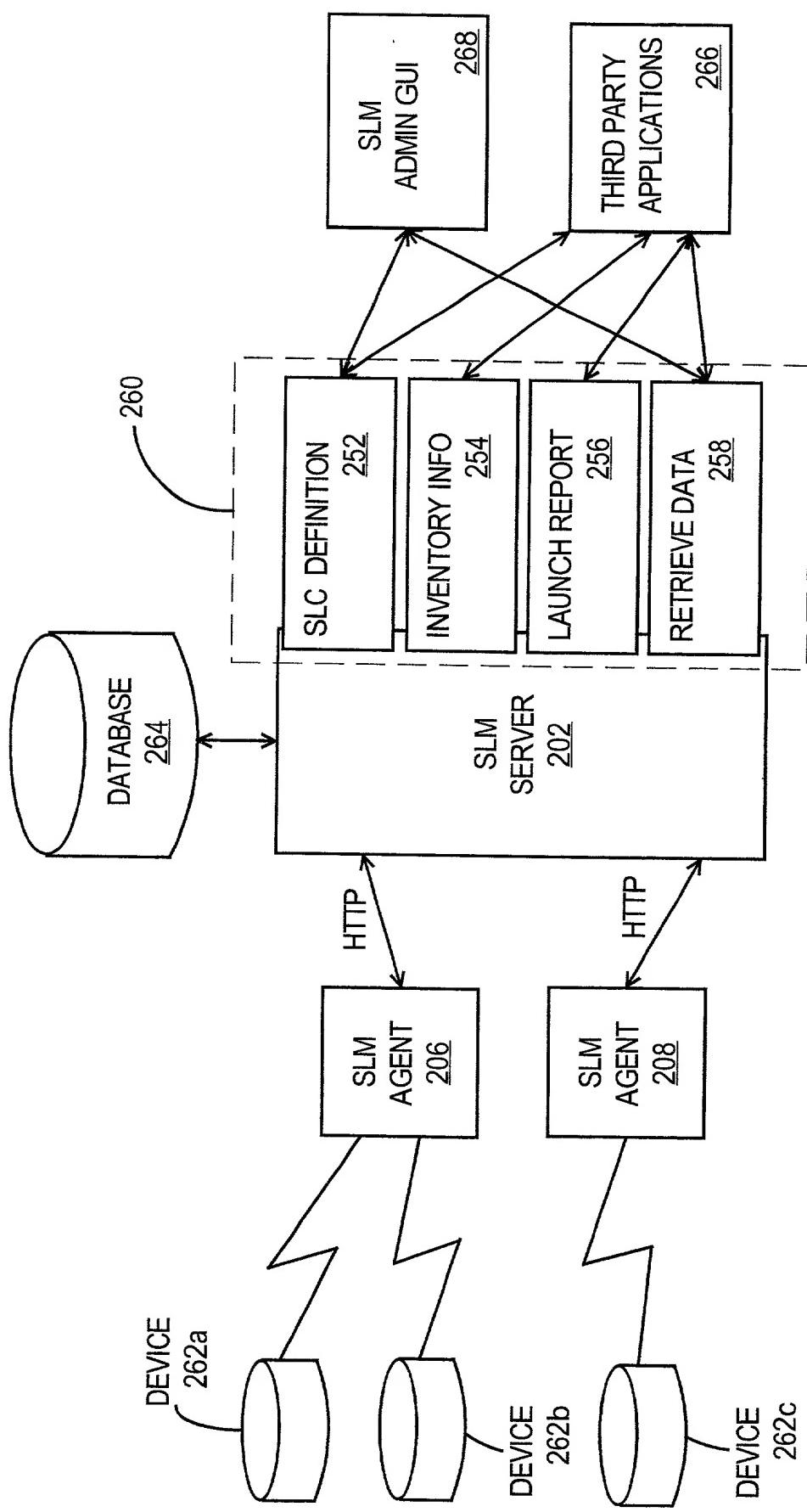


FIG. 3A

300

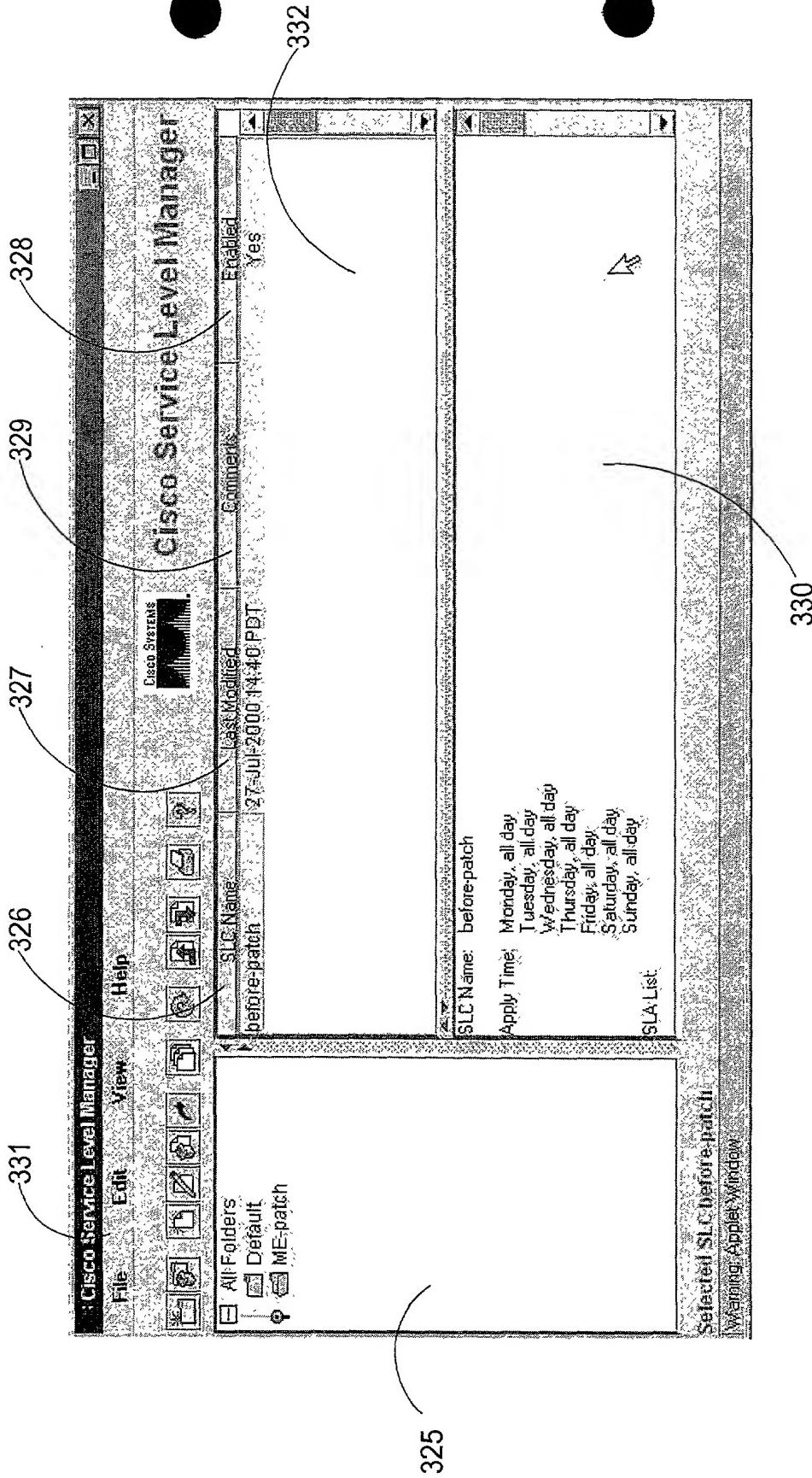


FIG. 3B

302

337

:Define SLI in Folder Default:

Define SLI in Folder Default	<input checked="" type="checkbox"/>																
Name	Sample Service Level Contract																
Enabled	<input checked="" type="checkbox"/>																
<p>Comments: An SLI represents a contract between a provider of service (e.g. an ISP or IT organization) and a service consumer.</p>																	
<p>SLI Applies</p> <table border="1"> <tr> <th>From</th> <th>All day</th> </tr> <tr> <th>To</th> <th>All day</th> </tr> </table>		From	All day	To	All day												
From	All day	All day	All day	All day	All day	All day	All day										
To	All day	All day	All day	All day	All day	All day	All day										
<p>SLA Items in This SLI</p> <table border="1"> <tr> <td>New</td> <td>ICMP</td> <td>Latency</td> </tr> </table>		New	ICMP	Latency													
New	ICMP	Latency															
<p>Round trip latency</p>																	
<p>Type: Round Trip Response - ICMP</p>																	
<p>Comments: Tests latency between each branch...</p>																	

345

342

345

348

347

346

:Define SLI in SLI

SLI Name	Round trip latency	Type	Round Trip Response - ICMP	Comments
<p>Tests latency between each branch...</p>				

351

352

353

Help

Cancel

OK

New

Edit

Delete

Print

Save

Close

FIG. 3C

303

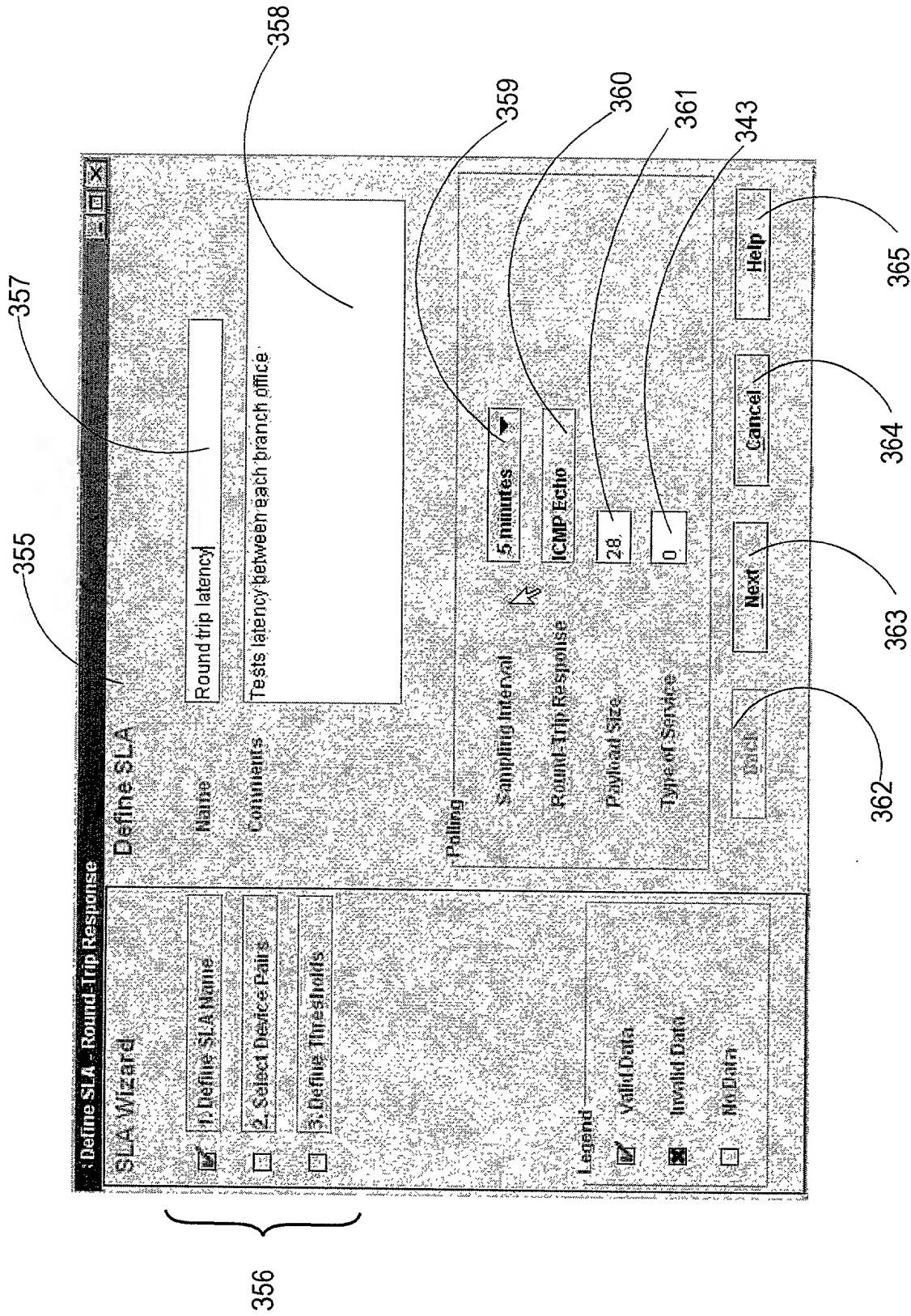


FIG. 3D

304

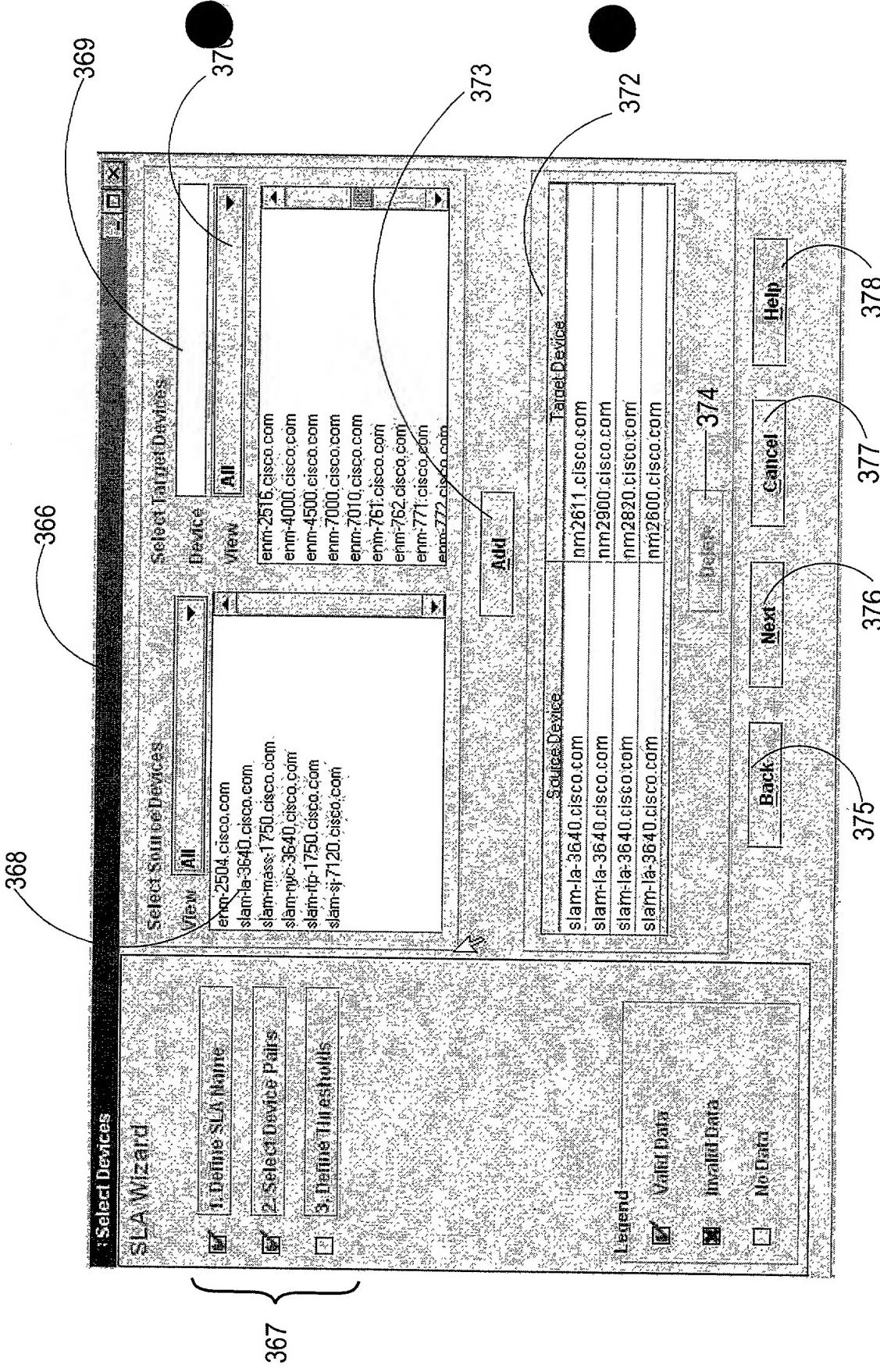


FIG. 3E

305

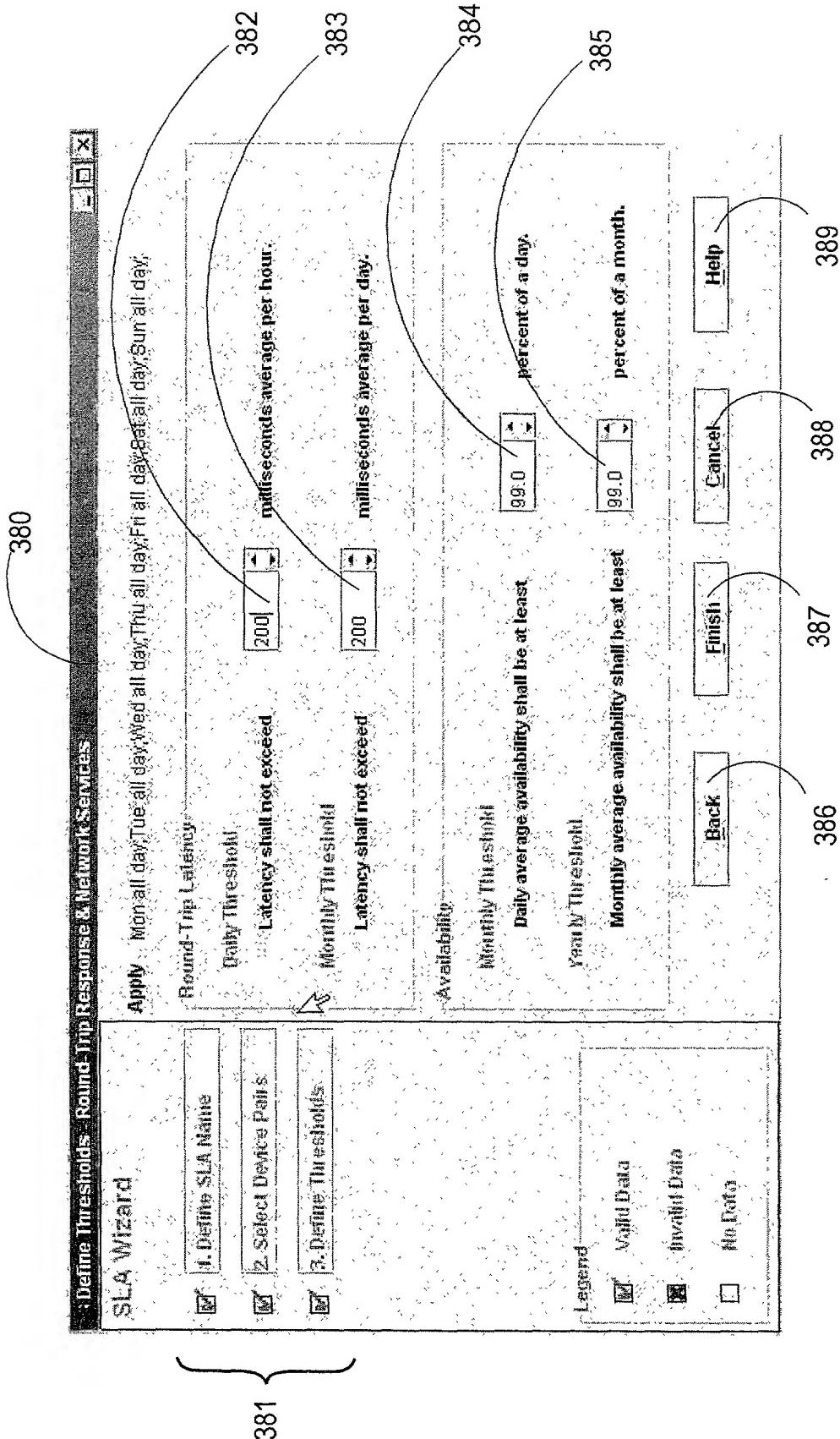


FIG. 4

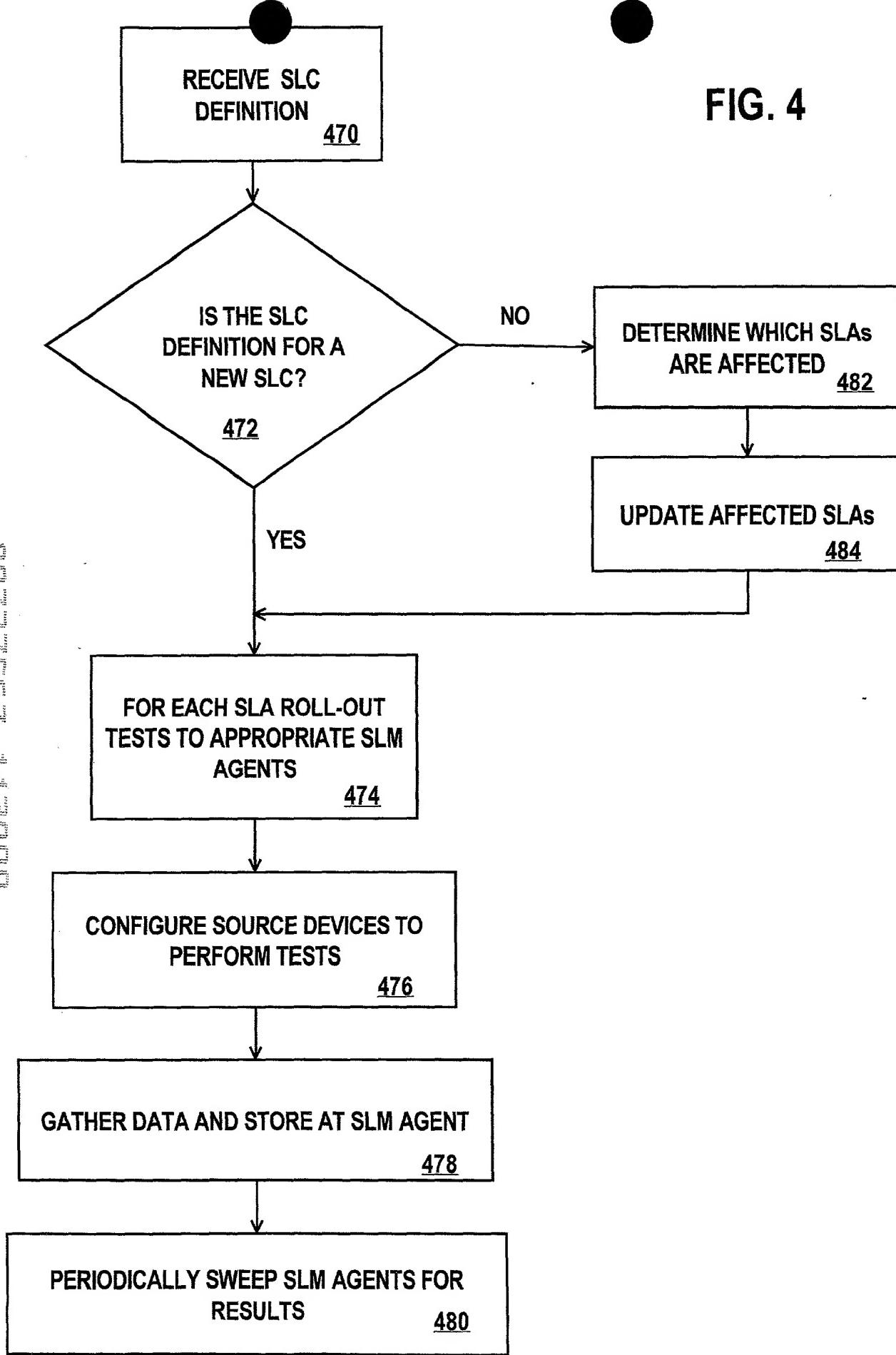


FIG. 5A

500

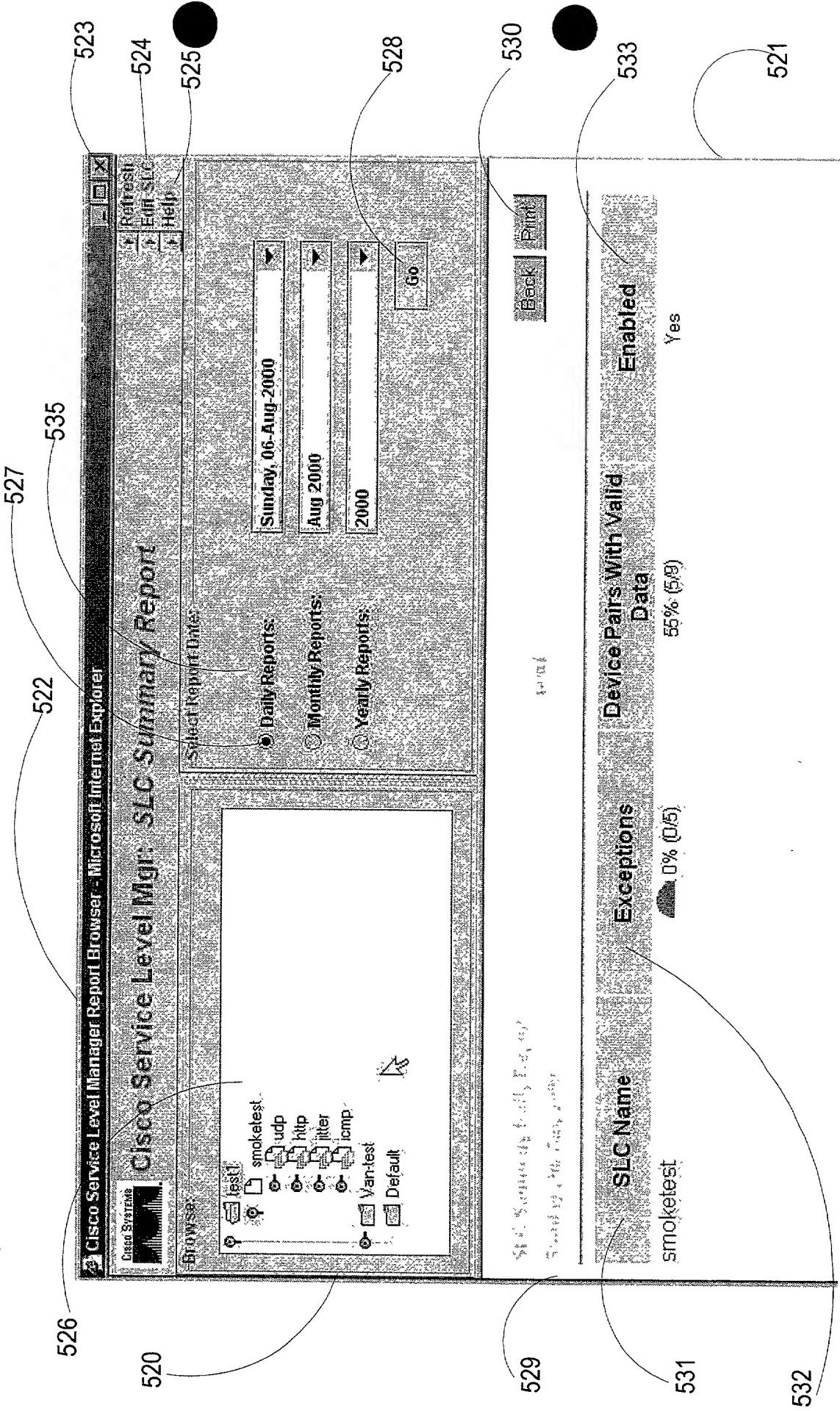
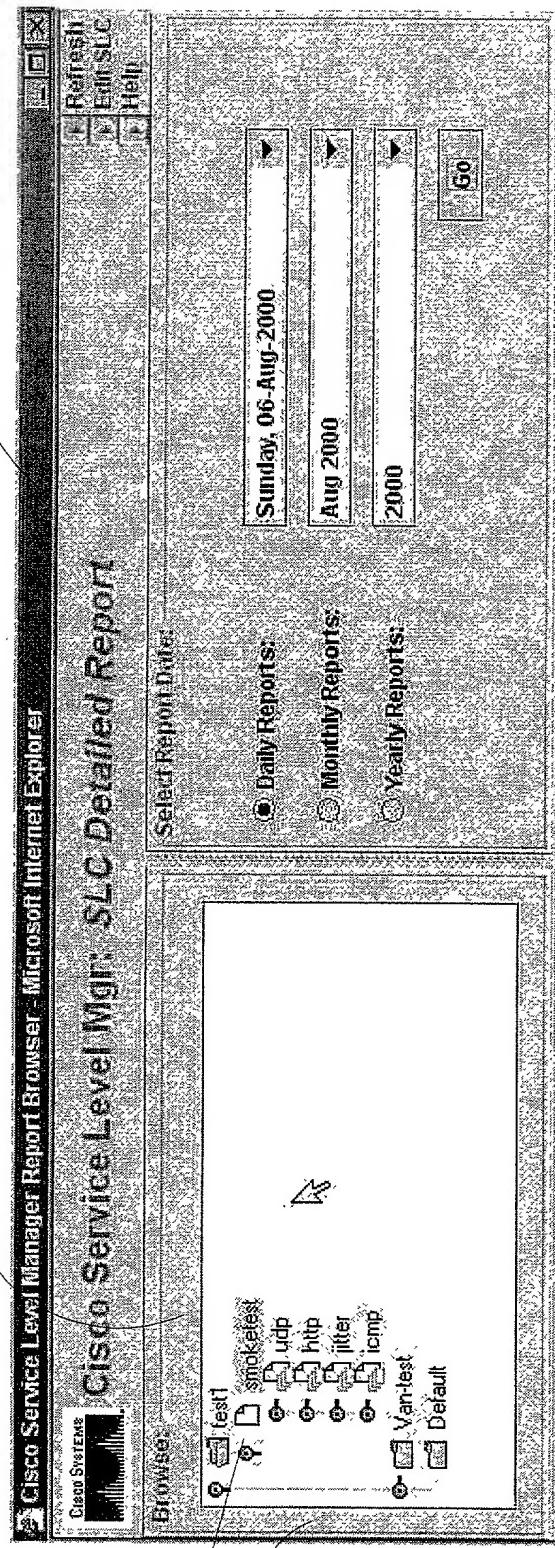


FIG. 5B

501

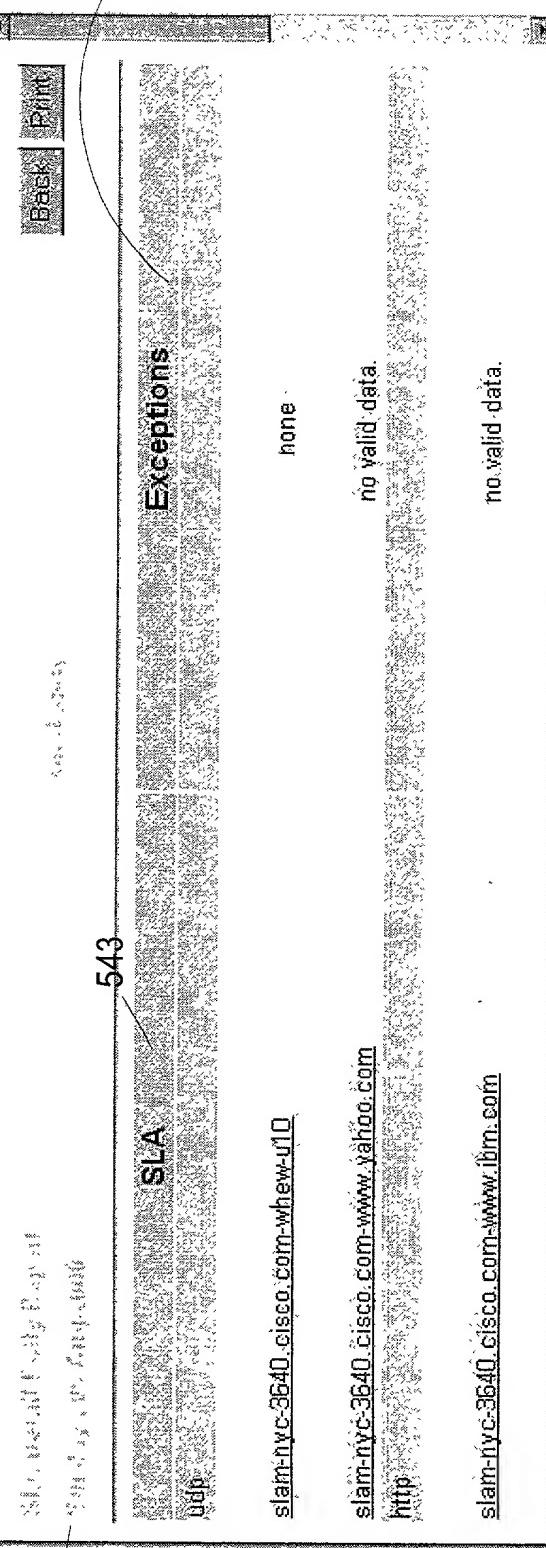
539

540



538

537



542

543

544

slam-nyc-3640.cisco.com-www.yahoo.com
10

none

no valid data.

slam-nyc-3640.cisco.com-www.yahoo.com
1
http

541

slam-nyc-3640.cisco.com-www.ibm.com
no valid data.

FIG. 5C

502

Cisco Service Level Manager Report Browser - Microsoft Internet Explorer

D Cisco Systems

Cisco Service Level Manager SLA Summary Report

Select Report Date:

Daily Reports: **Monday, 07-Aug-2000**

Monthly Reports: **Aug 2000**

Yearly Reports: **2000**

Go

Branches:

test!        

546

547

548

Exceptions

none

jitter=1, max=53[30.0]

Device Fails

slam-nyc-3640.cisco.com-slam-si7120.cisco.com

slam-si7120.cisco.com-slam-nyc-3640.cisco.com

549

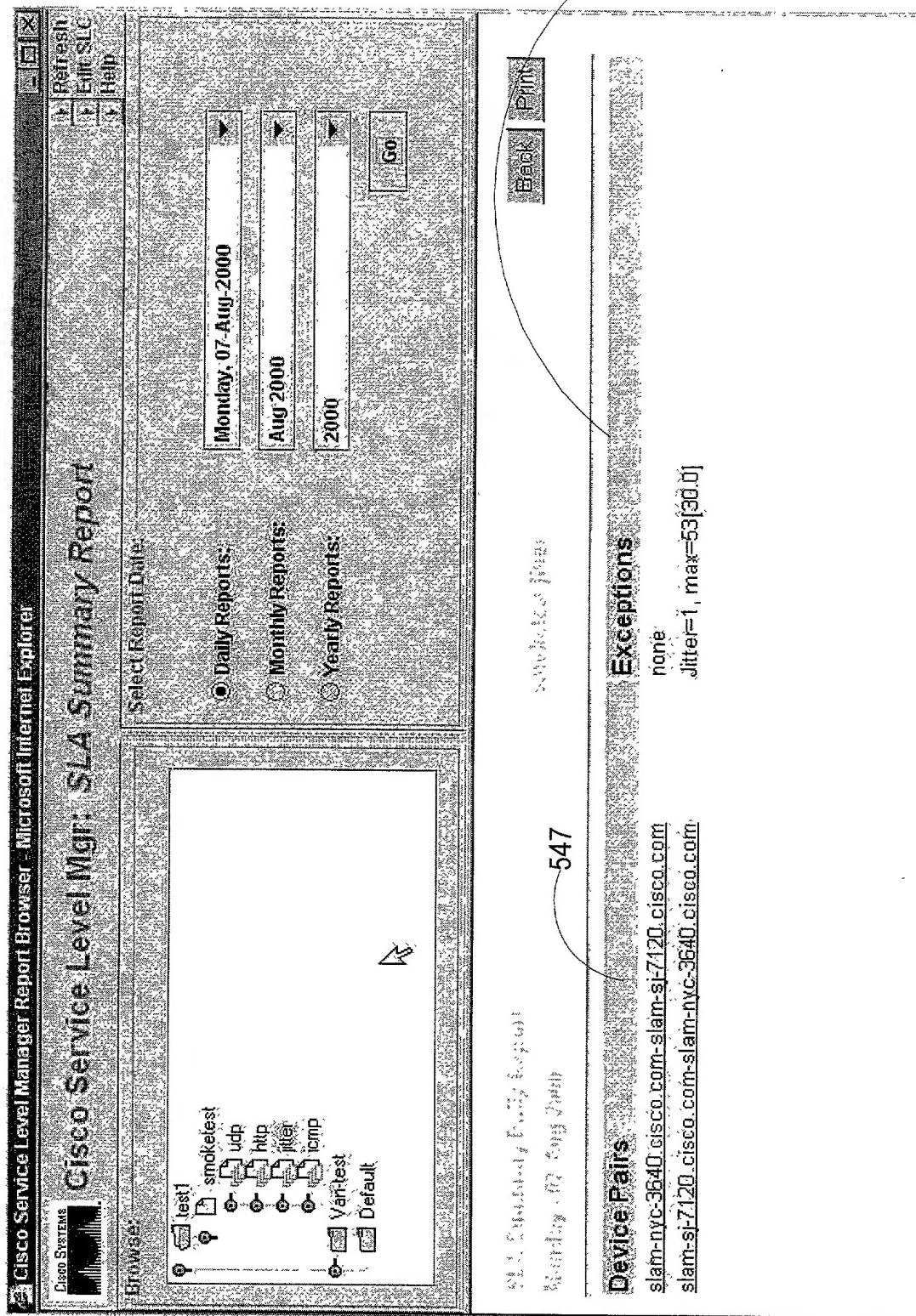


FIG. 5D

503

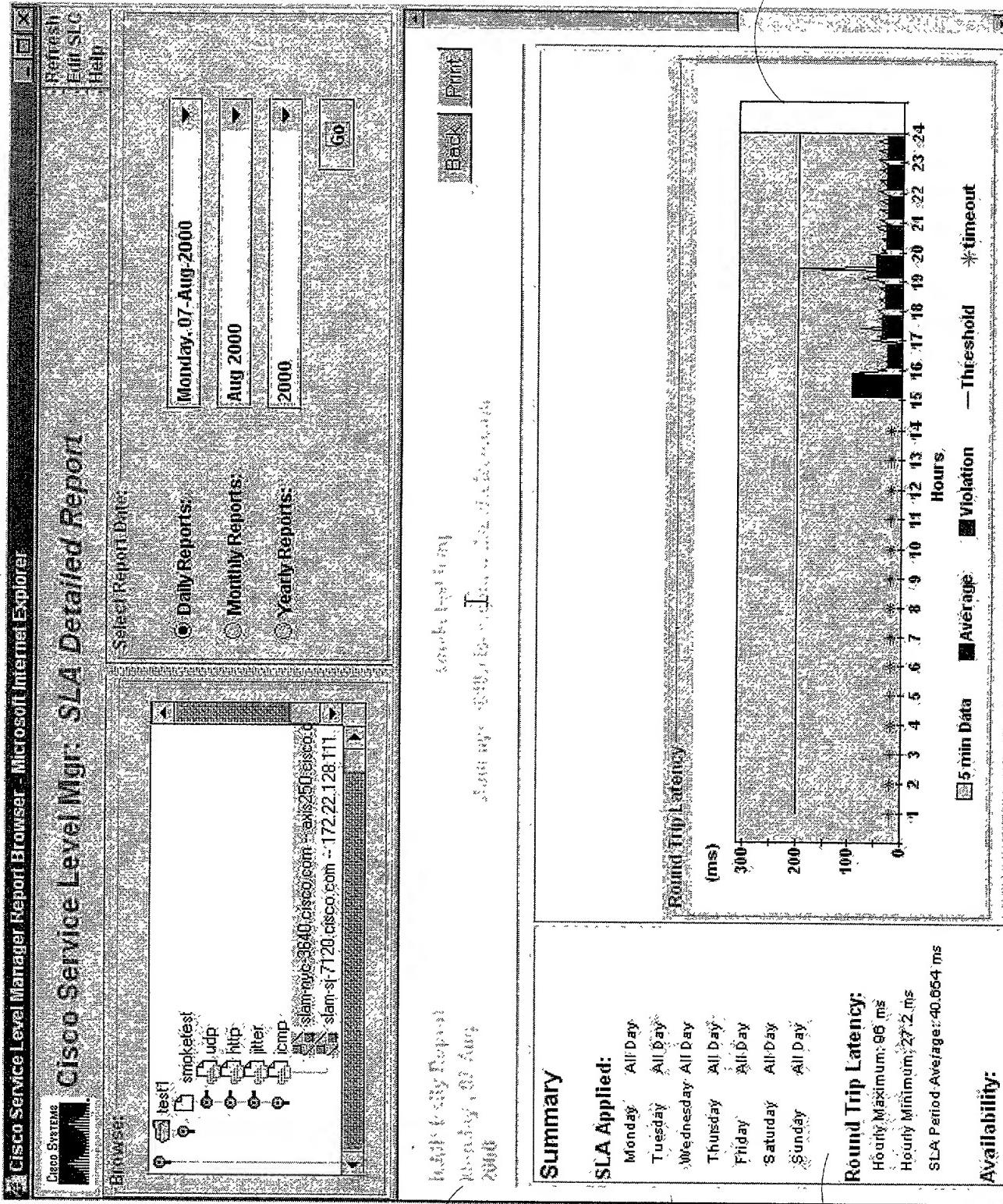


FIG. 5E

506

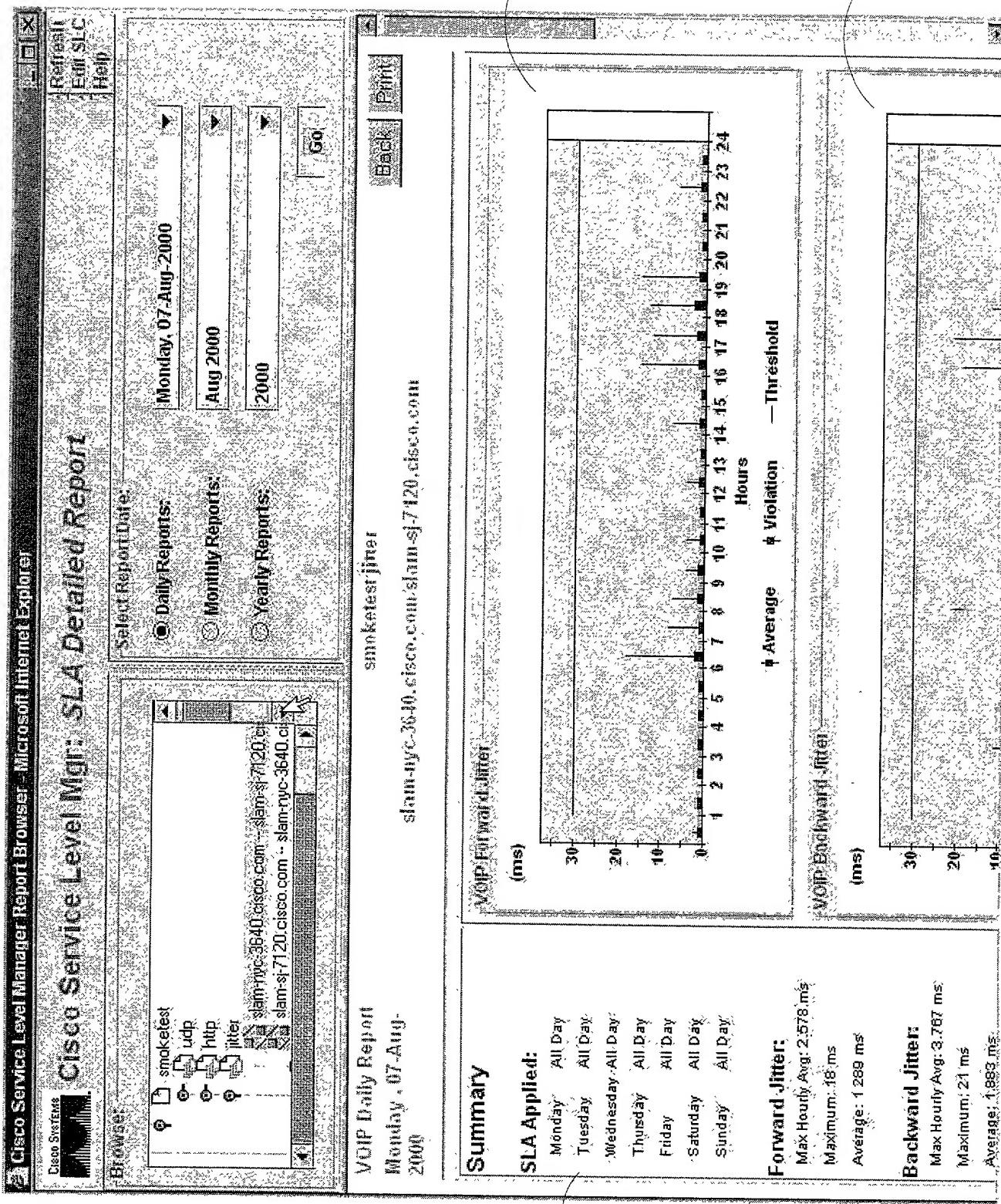


FIG. 6

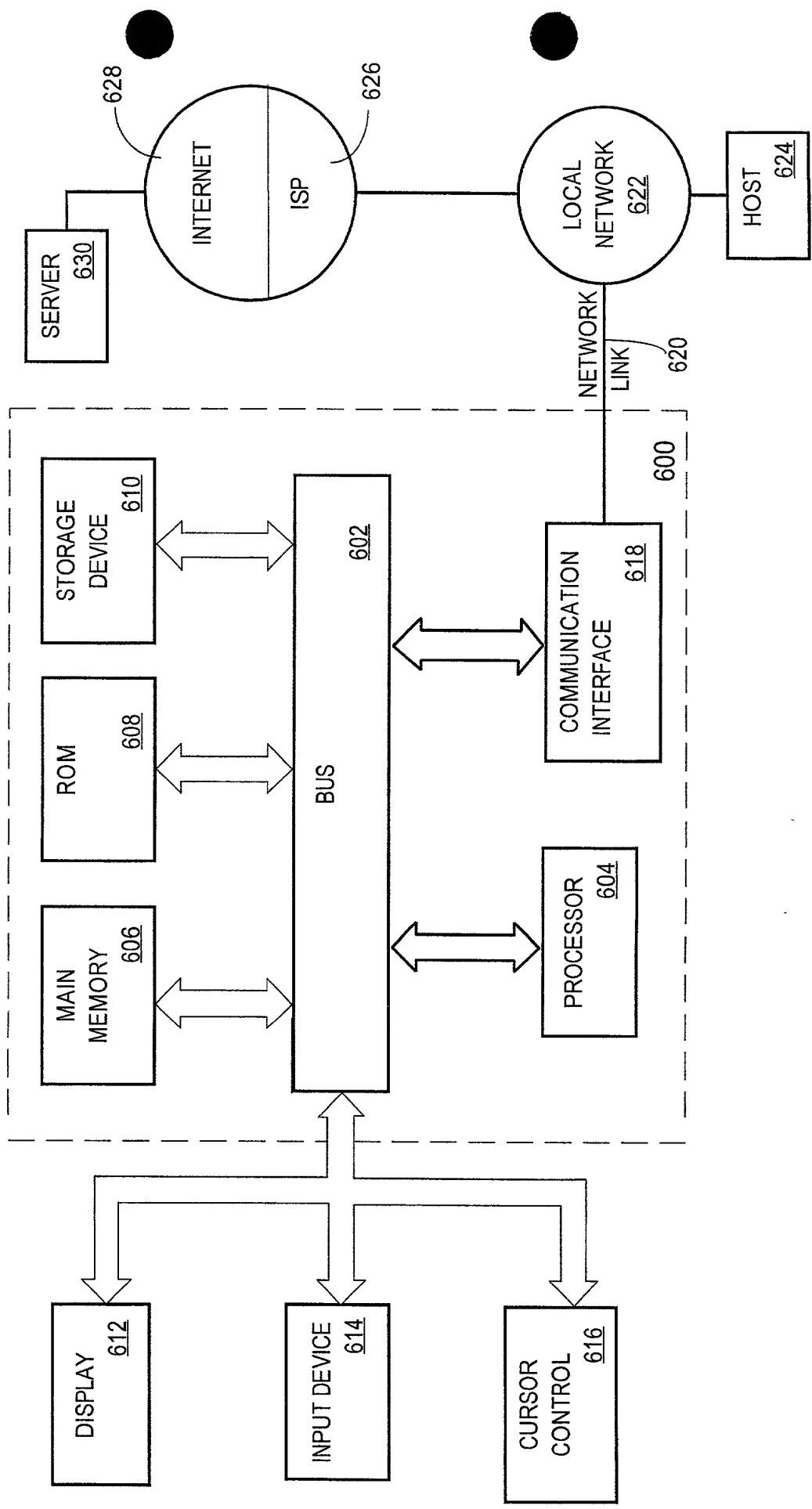


FIG. 7

700

